

“A performance management system”

- 5 A performance management system (1) has a database (9) with KPI (10), Results &
Ratings (11), and configuration data (12) tables. Configuration functions (8)
configure the system to the environment and information management functions
perform raw data capture and processing. The configuration functions (8) include a
data dictionary function for formulation of calculation rules, and an objective wizard
10 function for configuring objectives. Objectives are associated with individual agents
by associating appraisal rating groups and data dictionary items with objectives. The
objectives are grouped into objective groups, in turn associated with individual
agents.